



We are excited to announce a partnership with SmartForce to provide employees at **XYZ Company** with access to MySmartForce. MySmartForce is an innovative new way to learn and build your skills anytime, anywhere, leveraging the power and accessibility of the Internet. MySmartForce gives you immediate access to a wealth of learning resources, including web-based training (courses), mentoring, seminars, workshops, assessments, role-play simulations, a library of online resources, collaboration tools, and much more.

This Getting Started Guide provides you with the information you need to start your learning today.

Logging On To My SmartForce – www.smartforce.com/learning_community

HOW TO ACCESS THE WEBSITE

Double-click the Internet Explorer icon on your desktop (i.e.: open Internet Explorer)

- Type http://www.smartforce.com/learning_community in the address field of your browser. Press Enter to display the MySmartForce member login screen.
- You will then see the log-on screen
- From your “Favorites” drop-down menu, choose “Add to Favorites”. This will bring up a dialog box where you can specify the name you want the link to have
- Change the name to “My SmartForce log-on”
- Click [OK]

Member Login

Login ID:

Password:

LOG IN

You have now saved the “log-on” page to your favorites. Next time you want to access the website, open Internet Explorer, click on “Favorites” to display the drop-down menu and choose the “My SmartForce log-on” link.

HOW TO LOG-IN

First time Login: selfreg@langley

- **Password: langley**
- **Fill out the registration fields, then change your password.**

Subsequent log-ins will use the following:

- Type your full e-mail address (in lowercase) where it says “Login ID” (**email address@nasa.gov**)
- In the “Password” box, type in “your password” (in lowercase)
Click “Log On” or press “Enter”.
- This will bring you in to your “My SmartForce” site where you can complete your learning.
- Remember your password is case sensitive. If you forget your password, see the Help section below.

Member Login

Login ID:

Password:

LOG IN

e-Mail:

Password:

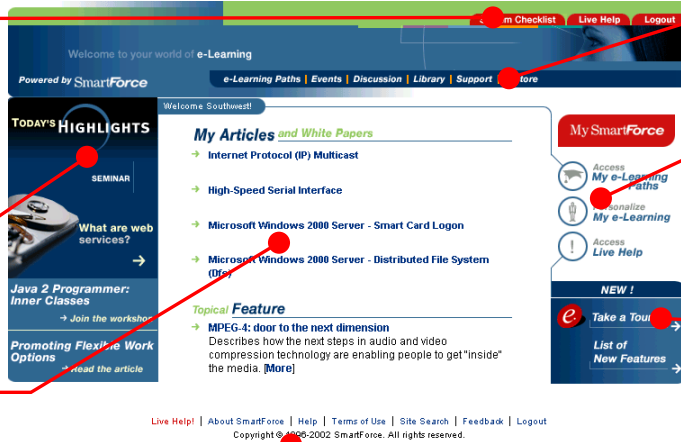
Log On

How do I navigate the MySmartForce home page?

System Checklist: A set of site tests that check your PC to make sure it satisfies requirements for optimized use of the site. If necessary, recommendations for installations or configurations are made.

Today's Highlights: Look here for information on current events and features. The area is updated daily by SmartForce.

My Articles and White Papers: Look here to access information specifically related to your personal interests and learning needs.



Top navigation bar: This links you to the main regions of MySmartForce.

Quick links: These link you to the e-Learning Paths, Personalization, and Live Help areas of MySmartForce.

Take a Tour: As a new student, you will want to take advantage of the 12-minute guided tour. It will show you the many features and functions of MySmartForce. Please note that your computer must have audio capabilities.

Bottom navigation bar: A set of secondary quick navigation links.

What can I expect from MySmartForce?

e-Learning Paths | Events | Discussion | Library | Support |

e-Learning Paths | This view is your central e-Learning resource. Here you will find all the learning content assigned to you, assessment tools, 24x7 mentoring, certification test preps, course descriptions, and links to supplementary learning resources.

| Events | This view has two main areas:

- **Vault:** archived seminars and workshops

- **Meeting Rooms:** virtual meetings where you can collaborate with peers and other students

| Discussion | This view provides a place where you can interact and exchange information with other learners on a wide variety of topics. Information exchange occurs in three ways:

- **Open Forums:** join a chat on a specific area of interest
- **Threaded Discussions:** focus on a specific IT or business topic with peers in the global e-Learning community
- **Make a Contribution:** contribute your ideas, suggestions, or an article to SmartForce

| Library | An invaluable repository of news and articles on both IT and business topics.

| Support | If you are looking for assistance or more information about MySmartForce, this view gives you access to the following:

- live MySmartForce technical support
- MySmartForce FAQs
- System Checklist
- MySmartForce site tour
- information on industry certifications and credentialing programs
- free downloadable files and software to enhance your learning experience

How do I access MySmartForce learning content?

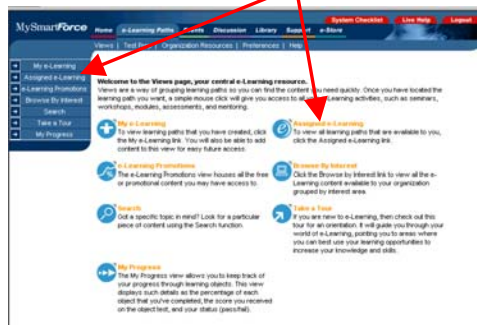
1. From the MySmartForce home page, click **e-Learning Paths** in the top navigation bar or the **My e-Learning Paths** link in the Quick Links on the right of the screen to access the e-Learning Paths page.



or



- Click the **Assigned e-Learning** link in the splash page or the left-side menu bar to access all the learning content assigned to you.



Splash page



Assigned e-Learning page

- Click the **Next** and **Back** buttons to navigate between pages.
- Navigate to the learning path you wish to study.
- To access the learning content in a learning path, click the folder icon at the left of the path name.
- To view the various options associated with the learning content, click the arrow icon beside the content title.
 - A pop-up menu displaying the list of available learning options will appear.
 - The learning options available will vary.
- Most learning content provides you with two different study modes: Launch or Download.
 - If you wish to study the course live across the Internet, select **Launch Course**.
 - If you wish to study the course offline, select **Download** and the content will be downloaded to your computer.

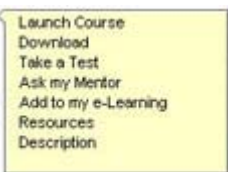


Important note:

MySmartForce incorporates the most current security features designed to protect your computer. Therefore, from time to time, MySmartForce will prompt you to acknowledge a security warning similar to the one shown here. Click **Yes** (for Internet Explorer) or **I accept** (for Netscape) to accept content from SmartForce. If you wish, you can select the **Always trust content from SmartForce Ireland** checkbox and all subsequent security warnings during your current login will be processed immediately.



Additional learning activities available from the pop-up menu

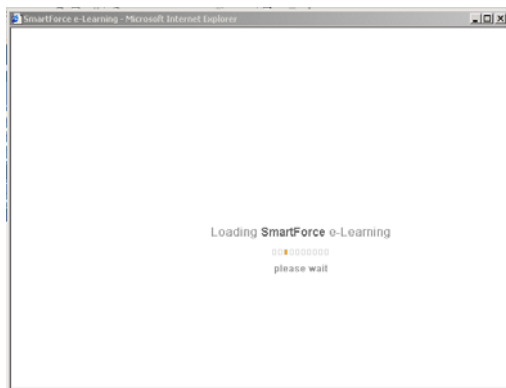


- Take a Test:** Click this to take a test at any time. You can take a test either before or after you view training content to indicate which areas of training it would most benefit you to concentrate on.
- Ask my Mentor:** E-mail, chat, or discuss IT course-related questions with a certified SmartMentor 24 hours a day, 7 days a week. You can also activate the option of receiving additional information, questions, and exercises from the mentors via daily e-mails. Note: If you do not see an **Ask my Mentor** link, mentoring is not available for the content selected.
- Add to my e-Learning:** This feature allows you to keep track of learning paths and learning content you are currently working on. Click to move the selected learning path/content into the My e-Learning view. The next time you want to access the learning path/content, click **My e-Learning** instead of **Assigned e-Learning**.
- Resources:** Click to access additional learning resources relevant to the selected learning path/content.
- Description:** Click to view a description of the selected learning path/content.

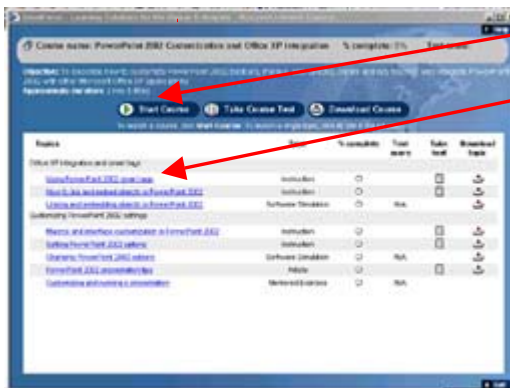
How do I navigate e3 content?

- e3 content provides an interactive learning experience and include a combination of some or all of the following: audio, animation, task-based simulations, role-play simulations, archived workshops, and seminars.

Loading

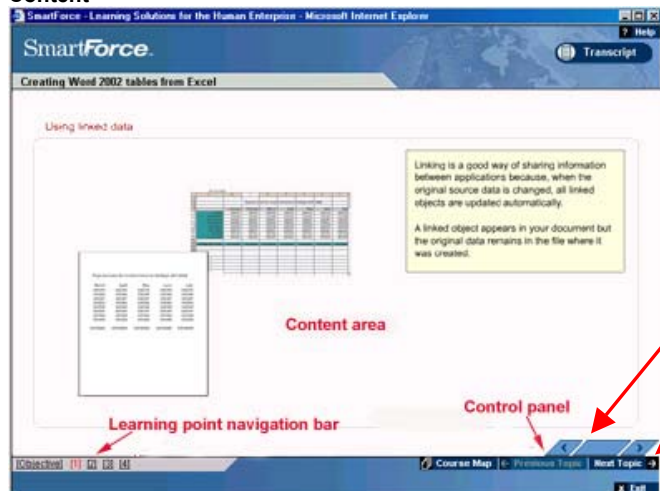


Course Map



Once the course has loaded, click **Start Course** to start the course at the beginning. To access a specific topic, click its topic title and you will go directly to that topic.

Content



Click **Help** to access the course Help file.

To move forward or back within the topic click the navigation buttons.

Click **Next Topic** and **Previous Topic** to move from one topic to another in a course.

How do I navigate classic content?

Classic content provides a rich learning experience by incorporating some or all of the following: audio, hands-on exercises, discovery learning questions, web links, unit tests and full course tests.

Java launch



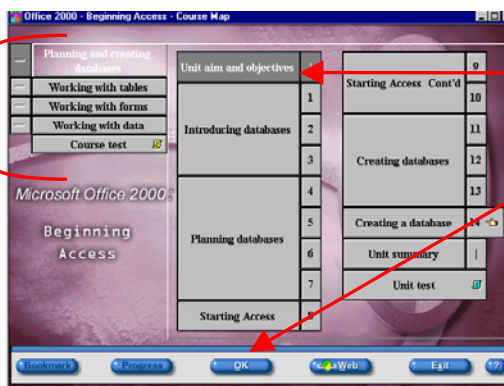
Title page



Course map









Click to highlight the lesson you want to study.



Click to highlight a topic within the lesson. Click **OK** to launch the topic highlighted.

Once the topic is launched, use the navigation buttons in the SmartControls menu to move through the course.

-  and  move you forward and back through the course.
-  pauses the audio (for those courses with an audio feature).
- **Maximize**  and **Minimize**  the SmartControls menu.
-  lets you access the classic content Help file.
- **Navigate** closes the topic and returns you to the course map screen.
- **Web** lets you access web links containing current resources related to the topic you are studying.
- **Take notes** lets you type notes and copy onscreen text to a text editor to create a personal student guide.
- **Exit** allows you to end the course at anytime, create a bookmark, and save your course progress.



How do I navigate Business Skills content?

Business Skills content provides an interactive learning experience and combines a combination of some or all of the following: audio, animation, interactivity, role-play simulations, and simulation dialogs.

Top Screenshot:

- To start the course at the beginning, click the **Start** button** (points to the Start button in the bottom right).
- To access all lessons and topics, click the Course Menu button.** (points to the COURSE MENU button in the top right).
- To move forward and back through the course one screen at a time, click the Navigate buttons.** (points to the Next and Previous buttons in the bottom right).

Bottom Screenshot:


- To start individual topics, Preassessments or Masteries, click the topic title in the Course Menu** (points to the 'How Perception Affects Communication' topic title).
- To expand a lesson, click the blue arrow, click again to collapse.** (points to the blue arrow next to 'Lesson Overview').
- To exit a course, click the Exit button.** (points to the EXIT button in the bottom right).
- To return to your last page in the course, click the Bookmark button.** (points to the Bookmark button in the bottom right).

How do I get help for MySmartForce?

If you experience problems or need assistance using MySmartForce, please access help in the order listed below. Check out the extensive MySmartForce Help pages by clicking the [Help](#) link in the bottom navigation bar.

[Live Help!](#) | [About SmartForce](#) | [Help](#) | [Terms of Use](#) | [Site Search](#) | [Feedback](#) | [Logout](#) | [Settings](#)

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1. Click  in the top right corner of any page or in the bottom navigation bar to initiate an online discussion with SkillSoft Technical Support. This feature is available 24 hours a day.
2. Call **1-866-SKIL-HELP (1-866-754-5435)**, to speak with SkillSoft Technical Support
3. . Contact us via our [webform](#) with your issue or concern.
4. Contact [\[insert your name\]](#), responsible for MySmartForce support in your organization, by telephone at [\[nnn-nnn-xxxx xnnnn\]](#) or by e-mail at [yourname@yourco.com](#).